



With the coronavirus outbreak becoming a growing concern we want to keep you fully informed with the steps that we are taking within our Domiciliary Eye Care Service.

It would appear that this situation is likely to continue for some time and as such we are working towards continuing to provide you with an environment in which you can be confident your service users personal eyecare needs are met whilst not compromising their personal safety, or that of your staff

We are following published government guidelines closely. The current advice laid down by NHE England to Primary Care can be found here <https://www.england.nhs.uk/coronavirus/primary-care/>

As well as meeting legislative guidelines and advice, we are also working within the comprehensive framework and advice that has been laid down by our supporting regulatory bodies

Upon review, we have also introduced the following measures to improve your safety:

1. We have made antibacterial hand sanitizer available to all of our staff
2. All staff wash and sanitise their hands between serving patients
3. Mask are available to be worn
4. All spectacle frames and other items that come into direct contact with residents or staff are disinfected directly before being re-used or returned to stock
5. All equipment is routinely disinfected

All staff are fully aware of their obligation to self-isolate should they feel unwell and regular training and reviews are in place to ensure compliance and understanding.

What we ask from you is too postpone any appointment for any service user should they feel unwell. Please consider postponing the entire visit if appropriate should your establishment fall into any of the categories laid down in the advice from NHS England or should you feel that our attendance puts anyone under unacceptable risk.

We will continue to monitor the situation closely and as it develops, we may need to bring in further steps to protect your residents and both yours and our staff

We would like to take this Opportunity to sincerely thank you for the incredible support and loyalty that you've displayed to the practice in the 15 years that we've been providing a home visiting eye care service, and we look forward to serving you for many years to come.